

<p style="text-align: center;">CITY OF BEAVERTON Water Customer Service Technician</p>
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General Summary

Provide customer service for City water customers. Sample water quality. Coordinate with water customers and the Finance Department for accurate billing and issuing correspondence and delinquent notices.

Key Distinguishing Duties

Overall responsibility for providing maintenance services to customers.

Essential Functions

Depending upon assignment, the incumbent may perform a combination of some or all of the following duties, which are a representative sample of the level of work appropriate to this class.

1. Contact customers regarding future work to be performed in their area. Develop and issue correspondence to customers and/or businesses as needed.
2. Conduct final water meter readings. Recheck meter readings for bill verification. Submit meter reading to Finance Department for accounting records. Turn water on or off. Deliver delinquent notice tags for non-payment.
3. Administer cross connection program. Prepare new or revised ordinances and policies for review by supervisor. Provide input to and monitor program budget. Maintain cross connection control and other water system standard design details.
4. Provide technical assistance in backflow assembly installation, code compliance, plan review and water system improvements. Coordinate the City's program with other agencies and jurisdictions.
5. Identify meters in need of repair or replacement. Install maintain or replace water meters and boxes. Test and calibrate meters. Conduct leak checks. Perform meter repair and maintenance. Inspect contractor work. Ensure vault entries are in compliance with safety regulations and replace as necessary.
6. Assist in walk-through inspections. Update water utility maps. Set up plat maps and assign service account numbers. Locate meters and water lines.
7. Take water samples including chlorine residuals, point of entry samples, lead, copper, bacteriological and/or total tri-halomethanes to labs for testing according to established guidelines. Compile, record and maintain a variety of sampling record logs, reports and files in compliance with federal, state and local mandates.

8. Assist crews in emergency situations as necessary.
9. Complete proper project paperwork. Track and document materials usage. Prepare reports and maintain accurate and complete manual and automated records and documentation.
10. Assist crew in installing, maintaining or repairing the City's various underground lines as assigned.
11. Participate in department/division/section operational processes including procedure development and implementation.
12. Provide excellence in internal and external customer service. Create a positive experience for customers through professional and courteous behavior and creative problem resolution. Answer customer questions regarding water quality, service or water pressure. Focus on producing high quality results.
13. Represent the City to the public in operational functions as required. Advance and protect the interests of the City and its citizens in all matters.
14. Develop safe work habits and follow all required safety policies, procedures and techniques. Contribute to safety of self, co-workers and the general public.
15. Participate in the City Emergency Management program including classes, training sessions and emergency events.
16. Follow standards as outlined in the Employee Handbook.
17. Produce an acceptable quantity and quality of work that is completed within established timelines.
18. Support and respect diversity in the workplace.

Other Functions

1. Perform related duties of a similar scope and nature.
2. Carry after-hours pager.

Knowledge Required

- ◆ Working knowledge of safety practices and procedures related to water meter installation, backflow assembly testing, repair and maintenance and water sampling.
- ◆ Working knowledge of underground utilities and plumbing systems.
- ◆ Working knowledge of distribution systems installation, repair and maintenance.
- ◆ Basic knowledge of general construction processes.
- ◆ Advanced knowledge of federal, state and local codes, ordinances and laws governing backflow prevention devices and testing procedures and pertaining to water quality.
- ◆ Working knowledge of water sampling techniques.

- ◆ Advanced knowledge of potential sources of contamination to the water supply and distribution systems.
- ◆ Advanced knowledge of meter types, sizes and general working principles.
- ◆ Basic knowledge of practices and principles related to water distribution.
- ◆ Basic knowledge of the laws and regulations governing water distribution.
- ◆ Working knowledge of practices and principles of public/business administration practices and decision-making. Working knowledge of basic arithmetic and mathematics principles.
- ◆ Working knowledge of English grammar, spelling and usage.
- ◆ Expert knowledge of practices and principles of the components, devices, techniques and design elements involved in utility connections and services.
- ◆ Working knowledge of strategic planning methods with an emphasis on services related to utility connections and services.

Skills/Abilities Required

- ◆ Advanced ability to repair, maintain and replace water meters and boxes.
- ◆ Ability to read maps and blueprints.
- ◆ Ability to operate large and small hand tools.
- ◆ Strong ability to interpret telemetry equipment and its functions.
- ◆ Strong ability to maintain accurate records.
- ◆ Ability to participate on a team focused on producing high quality results.
- ◆ Ability to establish and maintain effective working relationships with employees, contractors, other agencies, public officials and the general public.
- ◆ Strong ability to apply excellent internal and external customer service skills.
- ◆ Strong ability to communicate effectively both orally and in writing with diverse customers, employees, contractors, other agencies, public officials and the general public.
- ◆ Strong ability to use a keyboard and word processing, spreadsheet programs or other application software as required for position.
- ◆ Ability to use general office equipment including typewriter, adding machine and copier.

Minimum Qualifications Required for Entry

High School diploma or GED and 3 years experience in water distribution maintenance and operation with 1 year field experience in cross connection inspection or an equivalent combination of education and experience enabling the incumbent to perform the essential functions of the position.

Licensing/Special Requirements

- ◆ Positions in this classification are required to possess a valid driver's license and the ability to meet the City's driving standards.
- ◆ Oregon Health Division Water Distribution Operator I certificate required within one year.
- ◆ Traffic flagger training required within three months of employment.
- ◆ CPR and First Aid certificates required within six months.
- ◆ Oregon Health Division Cross Connection Inspector certification required within six months of date of hire.
- ◆ Oregon Health Division Backflow Device Tester desirable.

Working Conditions

Regular focus on a computer screen; daily precise control of fingers and hand movements; daily standing for prolonged periods; weekly lifting, moving and carrying of objects over 50 pounds; frequent crouching, crawling, bending, kneeling, or stooping and exposure to chemicals; daily work in confined areas; frequent dealing with distraught or difficult individuals; occasional attendance at meetings or activities outside of normal working hours; daily operation of a motor vehicle on public roads.

Classification History

As of 10/97: Water Quality and Service Technician

Revised: 1/98

New class specification title 1/98: Water Quality and Service Technician

New class specification title 5/04: Water Customer Service Technician

Revised: 11/04

Revised: 1/1/09

Status: SEIU

FLSA: Non-exempt

Department Head Signature

Human Resources Signature

Date

Date